CASHIER TROUBLESHOOTING GUIDE

Vouchers Are Not Printing

- Is the CASHIER window open?
- Is Quick Cashier/AUTO PRINT active?
- Is the Printer turned on?
- Is the Thermal Printer created in Cashier (Tools/Set Cashier Printer)
- Has the Customer pressed COLLECT?
- Has the payment already been processed?
- Can you print a Test Ticket?
- Have you pressed Refresh (F5)?
- Have you restarted Wildcat?
- Call WILDCAT SUPPORT

DO NOT restart computer unless instructed by Wildcat Support

Manual Vouchers

1. Stop AUTO PRINT.
2. Press **F9** or click on **MANUAL**.
3. Complete the fields with correct information.
4. Enter a comment as to why the manual voucher to be created.
5. Click **FINISH** or press **ENTER.**
6. Voucher will print.
7. Complete voucher as per normal procedures.
8. Click AUTO PRINT.

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Wildcat Support 1800 700 116
Machine Faults 1800 021 814

Autoprint

To **STOP** Auto Print, click STOP in the Auto Printing Box.
To **RESTART** AUTOPRINT, click the AUTO PRINT icon at the top of the screen.

Hopper Empty/Refill

1. If hopper is empty and a voucher prints, refill the hopper with $160, record the refill on the machine and complete the voucher as per normal procedures.
2. If hopper is empty but **no voucher has been printed**, record hopper on machine, refill machine with $160 and create a manual voucher (see manual voucher instructions).
3. If a **voucher has been printed** but the hopper is not empty, **STOP AUTOPRINT** and **CANCEL** the voucher as per **CANCEL VOUCHER** instructions.

Opening CASHIER

Click on the CASHIER icon (green moneybag) or press F9

Always check voucher details.
If a voucher prints from CASHIER but IS NOT NEEDED,
Cancel the voucher immediately.

Re-Printing Vouchers

1. Stop AUTO PRINT.
2. Click FIND (binoculars).
3. Enter the voucher number.
4. Click FIND.
5. Click **FINISH** or press Enter. Voucher details will show in window.
6. Click REPRINT (F4).
7. Voucher will re-print. Close box.
8. Click AUTO PRINT.

Cancelling a Voucher

1. Stop Auto Print.
2. Click on FIND (binoculars).
3. Enter the voucher number.
4. Click on FIND.
5. Click **CANCEL** or press **F11.**
6. Check voucher details are correct.
7. Click **FINISH** or press **ENTER**.
8. At the prompt screen, if the voucher is to be *definitely* cancelled, click **OK** or press **ENTER.**
9. The voucher is now *Cancelled*.
10. Click AUTO PRINT.